



**Workers' Compensation Insurance Technician
(DEPARTMENTAL OPEN)
9399-00109336-30491KP**

Department(s): State Compensation Insurance Fund
Opening Date: 01/04/2016
Closing Date: Continuous
Type of Recruitment: Departmental Open
Salary: MONTHLY-RANGED-SALARY - \$2, 684.00 to \$3, 909.00
Employment Type: Permanent Full-time
Permanent Part-time
Permanent Intermittent
Limited Term Full-time
Limited Term Part-Time
Limited Term Intermittent
Exam Type: Statewide

INTRODUCTION

This is an Open statewide examination for the State Compensation Insurance Fund.

EEO

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

DRUG FREE STATEMENT

It is an objective of the state of California to achieve a drug-free state work place. Any candidate for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service and the special trust placed in public servants.

WHO SHOULD APPLY?

Candidates who meet the minimum qualifications as stated below. Applications will be accepted on an open basis only. Once you have taken this examination, you may not reapply for twelve (12) months.

FILING INSTRUCTIONS

Final File Date: Continuous

Where to Apply: A Standard State Application (STD 678) is required for this examination and can be submitted via the State Fund Jobs Online feature at www.statefundca.com/careers/currentexams.asp. Competitors must register for a State Fund Jobs Online login and password in order to complete and submit the required Standard State Application (STD 678).

Once a competitor submits their application via State Fund's Jobs Online, they will receive an e-mail containing a confirmation number.

FAXED, E-MAILED, OR HARD COPY STANDARD STATE APPLICATIONS (STD 678) WILL NOT BE ACCEPTED.

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special assistance or special testing arrangements, mark "yes" on Question #2 on the

Standard State Application (STD 678) form. You will be contacted to make specific arrangements.

ELIGIBLE LIST INFORMATION

An OPEN, MERGED eligible list will be established for the State Compensation Insurance Fund. The names of successful competitors will be merged onto the eligible list in order of final scores regardless of the test date. **Competitor's eligibility expires twelve (12) months after it is established.** Competitors must then retake the exam to reestablish eligibility. **See preview document for additional information.**

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

NOTE: It is the competitor's responsibility to make sure they meet the experience requirements stated on this announcement on the date they submit their application.

MINIMUM QUALIFICATIONS

Either I

Two years of experience in California state service performing the duties of a class with a level of responsibility equivalent to an Office Assistant, Range B.

Or II

Three years of experience in customer relations/services, or workers' compensation insurance, or administrative/technical office work. (Experience in California state service applied toward this pattern must be performing the duties of a class with a level of responsibility equivalent to an Office Assistant, Range B.)

Or III

Completion of at least 60 semester or 90 quarter units of college.

POSITION DESCRIPTION

Under supervision, performs assigned duties of a semi complex nature related to the marketing and servicing of workers' compensation insurance and involving the relationships of the State Compensation Insurance Fund with policyholders, claimants, and others; and does other related work.

EXAMINATION INFORMATION

WRITTEN - WEIGHTED 100.00%

The examination will consist of an online multiple choice test weighted 100%. This examination is available online 24 hours a day/7 days a week. If you experience any technical difficulties or leave the examination for any reason, you may log back in to continue as long as you are still within your time allotment of 2.5 hours from your start time.

You will not be given additional time for completion therefore it is recommended that you take this examination when you can give it your full attention.

Utilization of a calculator is permitted for this exam.

In order to obtain list eligibility, a minimum score of 70% must be attained. **See preview document for additional examination information.**

Online Multiple Choice Examination Information Preview Document: [Click Here](#)

EXAMINATION SCOPE

Knowledge of:

1. Methods, practices, and terminology used in business record-keeping work
2. Business practices and conditions

Ability to:

1. Interpret the provisions of workers' compensation insurance policies
2. Make arithmetic calculations with speed and accuracy
3. Follow directions
4. Work cooperatively with others
5. Analyze data accurately
6. Communicate effectively

SPECIAL PERSONAL CHARACTERISTIC

Ability to qualify for a fidelity bond at time of appointment.

ADDITIONAL DESIRABLE QUALIFICATIONS

Equivalent to college level course work which has contributed to the development of arithmetic, communication and analytical skills.

BROWSER/SYSTEM REQUIREMENTS

State Fund's Jobs Online application supports the following browsers:

Internet Explorer 7 (or newer)
Google Chrome 35.0.1916.153
Mozilla Firefox 17.0.1

It is not recommended that you complete this examination with a smartphone or tablet as it was not designed to be compatible for mobile devices.

Disclaimer: State Compensation Insurance Fund is only responsible for issues within our own system. Competitors experiencing technical difficulties within their own system/equipment (computer crash, browser timeout, internet issues, etc.) will NOT be given the opportunity to start the examination again.

However, if you do experience any of the technical difficulties listed above or leave the examination for any reason, you may log back in to continue as long as you are still within your time allotment of 2.5 hours from your start time.

WARNING: If you are logged out of the examination for any reason, do not copy and paste the URL from the examination page, as this link will not take you back into the examination. In order to return to the examination after being logged out, make sure you completely close all browser windows and log back into the system the way you initially entered (see below).

- For candidates logging in outside of State Fund, use www.statefundca.com
- For candidates logging in within State Fund:
 - Enter through your Simplified Sign-On or,
 - Use www.statefundca.com and click login
- Once logged in, click on the "Online Examinations" tab at the top of the screen and click the "Start/Continue Exam" link under the Exam Entry header.

VETERANS PREFERENCE

Veterans' Preference will be granted in this examination.

Effective January 1, 2014, in accordance with Government Codes 18973.1 and 18973.5, Veterans' Preference will be awarded as follows: 1) Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for Veterans' Preference. 2) An entrance examination is defined, under the law, as any open competitive examination. And 3) Veterans' Preference is not granted once a person achieves permanent civil service status. Veteran status is verified by the California Department of Human Resources (CalHR). Information on "How to Apply for Veterans Preference" is listed below in the General Information section.

CAREER CREDITS

Career Credits do not apply and **will not** be added to the final score of this examination.

CONTACT INFORMATION

State Compensation Insurance Fund • Human Resources • Phone: 1.800.499.8668

For more information regarding this examination, visit www.statefundca.com/careers/currentexams.asp

DISCLAIMER

Please click on the link below to review the official California Department of Human Resources class specification: <http://www.calhr.ca.gov/state-hr-professionals/Pages/job-descriptions.aspx>.

GENERAL INFORMATION

Where to Apply: A Standard State Application (STD 678) is required for this examination and can be submitted via the State Fund Jobs Online feature at www.statefundca.com/careers/currentexams.asp. Competitors must register for a State Fund

Jobs Online login and password in order to complete and submit the required Standard State Application (STD 678).

If you meet the requirements stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. All competitors who pass will be ranked according to their scores.

State Compensation Insurance Fund reserves the right to revise the examination plan to better meet the needs of the service, if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

Test Scores: All test scores may subject to verification by retesting in a controlled (proctored) environment using a condensed version (conformity test) of this examination.

Any discovered or suspected cheating will result in immediate disqualification.

General Qualifications: Competitors must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

How to Apply for Veterans Preference: The California Department of Human Resources (CalHR) has information on how to apply for Veterans Preference on their website at <https://jobs.ca.gov/Job/VeteransInformation> and on the Application for Veterans Preference form, [CalHR-1093](#). Additional information is also available at the Department of Veterans Affairs website at www.calvet.ca.gov.

STATE COMPENSATION INSURANCE FUND OFFICES

Bakersfield
9801 Camino Media
Bakersfield, CA 93311-1303

Eureka
2440 Sixth Street
Eureka CA 95501-0788

Fresno
10 River Park Place East
Fresno, CA 93720-1531

Greater Bay Area/Pleasanton
5880 Owens Drive
Pleasanton, CA 94588-3900

Monterey Park
900 Corporate Center Drive
Monterey Park, CA 91754-7618

Redding
2175 Shasta View Drive
Redding, CA 96003-8296

Riverside
6301 Day Street
Riverside, CA 92507-0902

Rohnert Park
5900 State Farm Drive, Suite 200
Rohnert Park, CA 94928-2122

Sacramento Regional Office
2275 Gateway Oaks Drive
Sacramento, CA 95833-3255

San Francisco
333 Bush Street
San Francisco CA 94104

Santa Ana
1750 East Fourth Street
Santa Ana, CA 92705-3929

Stockton
3247 West March Lane
Stockton CA 95219-2351

Vacaville
1020 Vaquero Circle
Vacaville, CA 95688-8804

Contact Information for California Department of Human Resources

Attn: Examination Services
1515 S Street, North Building, Ste 400
Sacramento, CA 94244-2010
(866) 844-8671

California Relay (Telephone) 1 (800-735-2929; (TTY) 1-800-735-2922 (Voice) TTY is a Telecommunications Device for the Deaf, and is reachable only from phones equipped with a TTY Device.